

ABSTRACT

The present invention relates to the client machine and the server machine and the like which are connected to the communication line, and answers are accurately given to a question of a user of the client machine according to a level of that question. First, the solution of the answer is attempted inside the client machine (primary answer section 61) and, if not solved, an enquiry is made to the server machine (secondary answer request section 63) and, if not yet solved, a mail is transmitted to a support window (e-mail soft 66).